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AT&T

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Regulatory Division Manager

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September 1, 2000

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street NW, Suite 480
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Federal Communications Commission's Rules, AT&T hereby files its Final Service Disruption Report for an AT&T network outage.

1. DATE / INCIDENT LOCATION TIME:

August 2, 2000 12:46 PM EDT

2. GEOGRAPHICAL AREA AFFECTED:

Rockdale, GA

3. CUSTOMERS AFFECTED (APPROXIMATELY):

60,049 (based on blocked calls)

4. TYPES OF SERVICES AFFECTED:

Toll Access, Toll Completing and International

5. DURATION OF OUTAGE:

3 Hours and 44 Minutes

6. BLOCKED CALLS:

180,146

7A. CAUSE OF INCIDENT:

While performing a digging operation to install a sewer line, a contractor destroyed an underground "pull-box" and consequently severed an AT&T cable. The contractor had notified the One-Call center, however the AT&T Cable Hazard Center auto-scan ticketing system determined that AT&T was not involved.

7B. EQUIPMENT NAME / TYPE:

Fiber Optic Cable

7C. PART OF NETWORK:

Atlanta, GA – Monticello, GA

8. RESTORATION METHODS:

419 T3s restored by FASTAR within 20 minutes

51 T3s restored manually within 47 minutes

22 T3s restored either by manual patch or physical repair within 3 hours and 44 minutes

9. STEPS TO PREVENT REOCCURRENCE:

The mapping data in the Plant Protection System (PPS) had the address range for the cable buffer in the 1100 block, when in fact the cable was in the 1200 block. The PPS buffer has been expanded to include the 1200 block address of this incident. This will ensure that the auto-scan feature will deliver a ticket to the field for appropriate handling along this route in the future.

10. APPLICABLE BEST PRACTICES:

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993 and has evaluated all best practices in SECTION A – FIBER OPTIC CABLE DIG-UPS: CAUSES AND CURES. The following countermeasures are the most appropriate for bringing about reductions in fiber cable dig-ups.

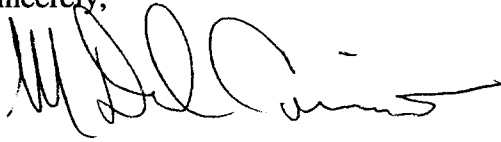
6.1.3 Details – Key lessons and best practices

Accurate Locates – expand locate personnel training and skill levels, quality control all work.

Technical Supervision – assign technical personnel to observe activities at work sites where digging is underway.

Training – continuous refresher training and adherence to standards and procedures, train personnel to recognize conditions potentially hazardous to fiber optic cable.

Sincerely,

A handwritten signature in black ink, appearing to read "M. D. Quinn", written over the word "Sincerely,".

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This form should be sent for the following timeframes:
B/C 90,000-149,999 3 days
B/C 150,000 & greater 120 minutes

AT&T Initial Service Disruption Report

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

202-632-6975 Voice
202-418-2812 FAX
202-418-2813 FAX

ALTERNATE FCC WATCH OFFICER

1. Date/Time of Incident 8/2/00 at 12:46 ET
2. Geographic Area Affected Atlanta, GA - Orlando, FL
3. Customers Affected (est) 30,000 +
4. Types of Service Affected toll connect
5. Duration of Outage still failed at time of report
6. Blocked Calls (est) 90,000 +
- 7A. Cause of Incident Contractor Cable Cut
- 7B. Equipment Name/Types Fiber optic cable
- 7C. Part of Network Affected Atlanta, GA - Orlando, FL
8. Restoration Methods Used N/A
9. Steps to prevent recurrences N/A

AT&T Contact Person:
Telephone Number:
Date/Time of Report:

Mike DelCasino
202-457-2023